

**CIO Council Meeting Minutes
December 14, 2005
Albert Coates Building**

Attendees:

Members: Randy Barnes (Chair, DOR), Lenny Superville (OSA), Julie Batchelor (OSC), Jim Skinner (for DOI), Jae Kim (DCR), Smitty Locklear (DOA), Ben McLawhorn (OSC), Robin Murray (for AOC), David Nicolaysen (CCPS), Karen Tomczak (DHHS), Michael King (for Commerce), Bob Blackmun (NCCCS), Michael Guilford (for OAH)

Other Agency Guests: Jim Dolan (OSBM)

ITS: Joe Lithgo

Vendors: Ed Pratt (HCS Systems), Joanne Wise (ciber), Charles McClure (Blue Lizard Technologies)

Scribe: Julie Batchelor, Office of the State Controller

Welcome/Comments: Randy Barnes, chair, called the meeting to order at 10:05 am and welcomed everyone.

Minutes: The minutes of the last meeting were approved with the addition of Lenny Superville in attendance.

Training Committee Update, Nancy Lowe: Randy Barnes noted this agenda item is postponed until the next meeting.

NCTA Forum, Randy Barnes: The NCTA Forum was held November 9, 2005 with the CIO's for DOR, OSA and DOC providing overviews of agency IT initiatives. Randy advised feedback she had received was positive and opened the floor for comments. Lenny Superville remarked the forum provided a valuable communication channel and Joanne Wise suggested information provided at the forum should reduce vendor calls to CIO's. Randy solicited volunteers for the next meeting to be held in February. She noted several CIO's attended the meeting and encouraged attendance at the upcoming meeting.

Information Technology Infrastructure Library (ITIL), Joe Lithgo: Joe provided an update on the Operational Excellence Program, ITIL Maturity Assessment and Implementation Plan. He began with an overview of the program and the goals to be achieved. He reviewed the results of the assessments conducted at ITS, noting ITS scored surprisingly well in several areas. Joe advised ITIL is very broad and it is important to target specific process areas for improvement. Of the ten process areas, Incident Management, Change Management, Service Level Management and Problem Management have been selected as concentration areas. Joe reviewed the high level project timeline and expected benefits.

Joe stated that the Operational Excellence Program is currently one of Bill Willis' top two priorities for his staff and encouraged everyone to learn more about the ITIL framework. He noted that ITIL is a worldwide initiative and there is a local interest group in North Carolina, itSMF USA. Additional information about the organization is available at: www.itsmfusa.org/mc/page.do. Joe advised he will continue to provide periodic updates.

Statewide Business Infrastructure Program (SBIP) Update, Julie Batchelor: The state has contracted with SAP for software licenses. Five proposals have been received in response to the RFP for integrator services for the HR/Payroll project. Selection is scheduled to be complete by the end of January and the integrator on site by late February. CIO's and other agency representatives are encouraged participate in Business Blueprint sessions to be held early spring to help set priorities. Agencies can then prepare budget submissions to extend functionality if desired. Julie emphasized the importance of the CIO's role in change management.

Questions were raised regarding timeline. Julie responded that the selected vendor response will stipulate contract deliverables, time frame and rollout schedule. Detailed information will be available after award. Executive summary status reports for the CIOC were suggested for communication purposes. State Controller Robert Powell will attend the next CIOC meeting to provide a project update.

The OSC is working jointly with ITS to complete Enterprise Data Warehouse Phase 1 project deliverables: Needs assessment, Prototype, Enterprise Approach and Business Case. Needs Assessment meetings are continuing to be held to gather more detailed information and involve additional agencies.

Scarce Skills, Lenny Superville: The Scarce Skills draft report has been provided to OSP by the Scarce Skills/Certification Workgroup. The document highlights skills that should be considered "scarce" and certifications, training and skills that may affect pay scale. Lenny noted that while the skills relating to the newest technology are essential, mainframe related skills continue to be important. OSP is currently evaluating the report. Lenny advised this report should be a "living document" and updated regularly. Bob Blackmun noted Dr. Saunders is interested in participating in this initiative.

Help Desk Tool – Who's using what, All: Randy noted this agenda item is postponed until the next meeting such that Wendy Kuhn can be invited to be present during the discussion.

Bulk Purchasing – Discussion with Patti, Randy Barnes: Randy reviewed her discussion with Patti Bowers regarding bulk purchasing. The current contract has been updated to mitigate delivery and other problems encountered during the last procurement cycle. Patti continues to receive feedback on the process; however she is unable to take action without completed Vendor Complaint Forms. ITS is considering extending the time between purchases. Extended pricing is available for short periods but should be used for special needs only. Randy encouraged contacting Patti to discuss any unique needs. Randy reviewed concerns regarding configuration and noted that a team had been formed to facilitate agency input regarding equipment standards. She noted that the current configuration is available from the State IT Procurement website.

Other Business: Jim Dolan reviewed consolidation activities. He noted that more than 100 contractor positions had been converted to state employee positions and expects this number to grow to 180 in the next few weeks. He reported that a kick-off meeting had been held for the consolidation pilot project. Five agencies are part of the pilot: DOA, OSBM, OSP, Governor's Office, and the Lieutenant Governor's Office. He noted that George Bakolia was part of the kick-off meeting as well as Susan Rabon which denotes the executive level support for this initiative. Implementation of the pilot is scheduled to be complete by July 2006. Randy Barnes requested periodic updates for the CIOC.

The meeting was adjourned.